

To: Freed, Chris[Freed.Chris@epa.gov]
From: Duffy, Eirinn
Sent: Mon 8/10/2015 2:47:54 PM
Subject: RE: eBusiness Orders Placed Over Weekend - Problems

Chris,

I have submitted the request for Deirdre Rothery's iPhone as an expedite without the employee acknowledgement, due the spill. Please be sure to attach the user's acknowledgement to the registration ASAP.

Thank you,

Eirinn Duffy
ECS Team- EPA ITS-ACT Contractor
Telecommunications Analyst
Email: duffy.eirinn@epa.gov

PLEASE NOTE If you require Mobile Device related assistance, please use the following contacts:
EZTech Locations - EPA Call Center 866-411-4372 (option 3) or EZTech@epa.gov
All Other Locations - EPA Call Center at 866-411-4EPA or EPACALLCENTER@epa.gov

-----Original Message-----

From: Freed, Chris
Sent: Monday, August 10, 2015 10:08 AM
To: Duffy, Eirinn
Cc: Grantham, Jessica
Subject: Re: eBusiness Orders Placed Over Weekend - Problems

Yes that is the correct address

Sent from my iPhone

> On Aug 10, 2015, at 8:07 AM, Duffy, Eirinn <Duffy.Eirinn@epa.gov> wrote:
>
> Chris,
>
> The Mifi activations have been processed and I will confirm once they are complete.
>
> Please confirm that you want the iPhone for Deirdre Rothery and the additional aircard for David Ostrander shipped to the following address:
>
> Durango downtown inn
> Attention: Robert Freed
> 800 Camino Del Rio
> Durango, CO. 81301
>
> Thank you,
>
> Eirinn Duffy
> ECS Team- EPA ITS-ACT Contractor
> Telecommunications Analyst
> Email: duffy.eirinn@epa.gov
>
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> or EPACALLCENTER@epa.gov
>
> -----Original Message-----
> From: Freed, Chris
> Sent: Monday, August 10, 2015 9:41 AM
> To: Grantham, Jessica
> Cc: Duffy, Eirinn
> Subject: Re: eBusiness Orders Placed Over Weekend - Problems
>
> So are we good to go then on those mifis?
>
> Sent from my iPhone
>
>> On Aug 10, 2015, at 7:24 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:
>>
>> Let us know what we can do to help.
>>
>>
>> Jessica Grantham
>> Sr. Telecommunications Analyst
>> Mobile Device Business Office
>> ECS Team - EPA ITS-ACT III Contractor
>>
>>
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>> or EPACALLCENTER@epa.gov
>>
>> -----Original Message-----
>> From: Freed, Chris
>> Sent: Monday, August 10, 2015 9:08 AM
>> To: Grantham, Jessica
>> Cc: Duffy, Eirinn
>> Subject: Re: eBusiness Orders Placed Over Weekend - Problems
>>
>>
>> Just occurred to me. The reason I have these spares is because service was activated on the
replacement device.
>>
>> Bear with me. I'm getting pulled in about 50 different directions
>>
>>
>> Sent from my iPhone
>>
>>> On Aug 10, 2015, at 6:49 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:
>>>
>>> You need to make sure that all the new devices are activated prior to us getting service on the old
devices.
>>>
>>> Thanks.
>>>
>>> Jessica Grantham
>>> Sr. Telecommunications Analyst

>>> Mobile Device Business Office
>>> ECS Team - EPA ITS-ACT III Contractor
>>>
>>>
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>>> or EPACALLCENTER@epa.gov
>>>
>>> -----Original Message-----
>>> From: Freed, Chris
>>> Sent: Monday, August 10, 2015 8:48 AM
>>> To: Grantham, Jessica
>>> Cc: Duffy, Eirinn
>>> Subject: Re: eBusiness Orders Placed Over Weekend - Problems
>>>
>>> I also order 2 new devices. iPhone for Deirdre Rothery and usb
>>> aircard for David Ostrander can I change the shipping address? If so
>>> please ship to
>>>
>>> Durango downtown inn
>>> Attention: Robert Freed
>>> 800 Camino Del Rio
>>> Durango, CO. 81301
>>>
>>>
>>>
>>> Sent from my iPhone
>>>
>>>> On Aug 10, 2015, at 6:42 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:
>>>>
>>>> Got it.
>>>>
>>>>
>>>> Jessica Grantham
>>>> Sr. Telecommunications Analyst
>>>> Mobile Device Business Office
>>>> ECS Team - EPA ITS-ACT III Contractor
>>>>
>>>>
>>>> ***PLEASE NOTE*** If you require Mobile Device related assistance, please use the following contacts:
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>>>> 866-411-4EPA or EPACALLCENTER@epa.gov
>>>>
>>>> -----Original Message-----
>>>> From: Freed, Chris
>>>> Sent: Monday, August 10, 2015 8:42 AM
>>>> To: Grantham, Jessica
>>>> Cc: Duffy, Eirinn
>>>> Subject: Re: eBusiness Orders Placed Over Weekend - Problems
>>>>
>>>> These were leftover devices that were just recently replaced with newer devices. We need these
leftover devices activated with new service. I thought add service to existing device was the appropriate

option.

>>>>

>>>> Sent from my iPhone

>>>>

>>>>> On Aug 10, 2015, at 6:38 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:

>>>>>

>>>>>